

Annex D: Standard Reporting Template

Lancashire Area Team
2014/15 Patient Participation Enhanced Service – Reporting Template

Practice Name: Fairmore Medical Practice

Practice Code: Y02606

Completed by: J Bowman

Date: 23.02. 2015

Signed on behalf of PPG:

Date: 09.03.2015

Please confirm that the report has been published on the practice website by 31st March 2015
(provide further information)

YES (If no, please

1. Prerequisite of Enhanced Service – Develop/Maintain a Patient Participation Group (PPG)

Does the Practice have a PPG? YES
Method of engagement with PPG: Face to face and Email,
Number of members of PPG: 27

Detail the gender mix of practice population and PPG:

%	Male	Female
Practice	13	14
PRG		

Detail of age mix of practice population and PPG:

%	<16	17-24	25-34	35-44	45-54	55-64	65-74	> 75
Practice		3	1	12	2	2	6	1
PRG								

Detail the ethnic background of your practice population and PRG:

	White				Mixed/ multiple ethnic groups			
	British	Irish	Gypsy or Irish traveller	Other white	White &black Caribbean	White &black African	White &Asian	Other mixed
Practice	12							
PRG								

	Asian/Asian British					Black/African/Caribbean/Black British			Other	
	Indian	Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other
Practice	4	8	1							1
PRG										

Describe steps taken to ensure that the PPG is representative of the practice population in terms of gender, age and ethnic background and other members of the practice population:

GP's actively speak to all patients to see if they would like to join the PPG/PRG information given when the join the practice as well.

Are there any specific characteristics of your practice population which means that other groups should be included in the PPG? e.g. a large student population, significant number of jobseekers, large numbers of nursing homes, or a LGBT community? NO

If you have answered yes, please outline measures taken to include those specific groups and whether those measures were successful:

2. Review of patient feedback

Outline the sources of feedback that were reviewed during the year:

Patient feedback has come various sources, including internal surveys and from comments collated from across the 3 sites in regards to what and how patients feel.

How frequently were these reviewed with the PRG? These are reviewed on a quarterly basis with the PPG /PRG

3. Action plan priority areas and implementation

Priority area 1
<p>Description of priority area:</p> <p>Address concerns over patient parking at the Nelson site</p>
<p>What actions were taken to address the priority?</p> <p>An area identified and liaison with local council to see if possible to get converted to car parking, also PPG had written to local MP as no funding available from NHS E.</p>
<p>Result of actions and impact on patients and carers (including how publicised):</p> <p>Current plans have been submitted for the funding via NHS E scheme recently, if successful then plans to have additional parking for patients affording greater access to the Nelson site. Any results yet to be publicised but will be added to news section of practice website once developments occur.</p>

Priority area 2

Description of priority area:

Increased access

What actions were taken to address the priority?

The practice has conducted internal audits and listened to patient feedback on how access can be improved. Recruitment of another GP is currently under way to increase patient access, also nurse training to look after minor ailments will afford greater access to GP's once completed.

Nurse time has been increased with a senior nurse role put in place and a full time position with promotion internally to allow even greater nurse access to assist and compliment the GP team where required.

Result of actions and impact on patients and carers (including how publicised):

Ongoing actions shall ensure that increased access for patients shall improve across the 3 sites as the practice continues to grow. Recruitment of GP is taking its time. Increased access across all 3 sites shall enhance the service already provided.

Priority area 3

Description of priority area:
Patient reassurance not closing

What actions were taken to address the priority?
Information published that the practice is not closing following letters sent to all patients, Further meeting planned for April 2015 for all PPG members and other interested parties to attend.

Result of actions and impact on patients and carers (including how publicised):

Patient confused as to why they have letters and practice concerns sent to NHS E LAT and LMC about consultation period, PPG asked to be kept up to date.

Progress on previous years

If you have participated in this scheme for more than one year, outline progress made on issues raised in the previous year(s):

The progress from last year's report shows that patient education in regards to the uptake of the minor ailments scheme and self-care is improving. This can be seen by the number of patients now with online access to services as well.

Patients like the continuity of both GP's and that they have noticed the further skills following all staff completing external training of the admin team

4. PPG Sign Off

Report signed off by PPG: YES

Date of sign off: 23.02.2015

How has the practice engaged with the PPG:

How has the practice made efforts to engage with seldom heard groups in the practice population? Yes even attended an Asian women's group to try and engage with them.

Has the practice received patient and carer feedback from a variety of sources? Yes

Was the PPG involved in the agreement of priority areas and the resulting action plan? Yes

How has the service offered to patients and carers improved as a result of the implementation of the action plan? This is ongoing and practice always listens

Do you have any other comments about the PPG or practice in relation to this area of work? Practice is good and makes you feel listened to as a patient.

Please submit your report to: england.lancsat-medical@nhs.net by 31st March 2015